BANGALORE METROPOLITIAN TRANSPORT CORPORATION
CIVIL ENGINEERING DEPARTMENT

No.BMTC/CO/CE/EE/ 1728 /2023-24
Dated:-19.02.2024

E –PROCUREMENT SHORT TERM TENDER NOTIFICATION No.44/ 2023-24

Tender are invited for the work mentioned below as per Karnataka Transparency in Public procurement ordinance of 2000, and Act 2000 & standard documents for procurement of Service from the **eligible registered Individuals / Agencies / Firms** through E-procurement. The contractors/firms will have to upload all information's, documents and rates etc in website only. i.e. **kppp.karnataka.gov.in** No documents will be accepted in person manually..

The intending contractors can obtain the Tender details through website **kppp.karnataka.gov.in** and **upload** the duly completed tenders / relevant documents within the stipulated date and time mentioned in website only.

The Tender shall be submitted through e-Procurement Portal **kppp.karnataka.gov.in** only. Vendors/ contractors need to register in the e-Procurement portal to submit their bids online. The tender document can be viewed free of on e-Procurement Portal.

Note:-The Tenderers/Bidder have to confirm themselves for up-loading of all the Tender Documents.

For any "HELP" regarding uploading of Tender Documents please call on – Helpdesk: 080-22485867/22485927 of all working hrs. Between 9.00 am to 9.00 pm.

1. Last Date & Time for Tender Queries/ Clarifications : 01.03.2024 @ 14: 00 Hours
2. Last Date & Time for receipt of tenders : 04.03.2024 @ 17:30 Hours
3. Date & Time for Opening of Technical Bid : 06.03.2024 @ 11:00 Hours

Sl. N0	Name of Service	Amount Put to tender in Lakhs	Earnest Money Deposit in Rs.	Time Limit
1.	Providing Housekeeping for BMTC Central offices of "B" & "C" Blocks at Shanthinagar TTMC , Bangalore	62.72	1,26,000 /-	12 Months from the date of approval

Note:-1) Contractor has to make the payment to the employee as per the guidelines of the Karnataka State Commission and also adhere to the guidelines published by the Karnataka State Commission for Safayi Karmachari time to time.

2) The tender condition will remain unchanged & further addition & alteration of the conditions will not be entertained after pre-bid meeting.

The Tenderers shall pay the tender processing fee and Earnest Money deposit (EMD) through any of the following e-payment modes. The details are available at the end of this document.

1. Credit Card
2. Debit Card
3. National Electronic Fund Transfer (NEFT)
4. Over the Counter (OTC) (Axis Bank)

Scope of Work:-

- Services to be carried out as enumerated in annexure B
- Schedule of premises as stated in annexure C
- Details of personnel to be engaged as in annexure D

BID OPENING & EVALUATION

The bid evaluation followed in award of this contract will be in single Stage. Evaluation of bidder eligibility as per notified eligibility criteria and consideration of lowest financial quote of eligible bidders.

The eligibility of the bidder will be evaluated based on the following information

(Based on the documents up loaded by the bidder,

1. Appropriate Valid Registration Certificates as notified in eligibility criteria.
2. Work Experience and past performance in execution of similar services.
3. Minimum Annual Financial Turn over Certificate.
4. Availability of credit facilities from bank.

- Selection and award of services is based on the bidder eligibility and the **Total lowest quoted bid price** for the services.

Note :-

A	The Bidders are advised to note the minimum qualification/ eligibility criteria specified in the Eligibility Criteria to qualify for award of the bid.
B	The Financial bid of those bidders who are successful in the evaluation of qualification/ eligibility criteria only will be considered in award of contract
C	The bidder must be a registered Establishment /company / firm / agency / individual registered five years prior to the Date of this Notification

ELIGIBILITY CRITERIA:

(List of supporting documents to be uploaded along with the bid)

Sl. No	Requirements	Documents to be up-loaded
1.	To Qualify for award of this contract the bidder must have the following valid Registration Certificates as on the Date of Tender Notification. (i) Shall be a Valid registered Establishment under Indian Companies Act	(i) Scanned copy of Valid Registration Certificate of establishment registered under Indian companies act (ii) Scanned copy of Valid Registration

	(ii) Shall be a Valid registered Establishment under Labour Department, GoK (iii) shall be a Valid registered establishment under employees provident fund organization (iii) Shall be a valid registered establishment under Employees State Insurance Corporation.	Certificate of establishment issued by the department of labour, Government of Karnataka. (iii) Certificate issued by the regional provident fund commissioner Karnataka stating the PF code no allotted to the establishment. (iv) Certificate issued by the Employees State Insurance Corporation to the Establishment.
2.	To Qualify for award of this contract the bidder, as a prime service provider, should have in his /their name Satisfactorily completed at least one house keeping services work costing not less than **Rs.31.36 Lakhs** per annum with a total floor and open area maintained not less than **1,03,000 Sft**. as a single work, during the last five financial years i.e. during the years (2018-19, 2019-20, 2020-21 , 2021-22 & 2022-23**)** Work done certificate shall clearly mention the year of execution.	Scanned copy of the Work done Completion Certificate, Certified by an Officer not below the rank of Executive Engineer in case of works done in Govt.,/public sector undertakings and not below the rank of Chief Executive Officer/ Managing Director in case of works executed in private companies / Institutions. Further in case of works done in private companies, Copy of the Balance sheet certified by a chartered Accountant and tax paid receipts should be uploaded.
3.	To Qualify for award of this contract the bidder in his name should have, in the last five financial years (i.e. during the years (2018-19, 2019-20, 2020-21 , 2021-22 & 2022-23**)** achieved in at least two financial years a minimum average financial turnover of **Rs.62.72 Lakhs**. (in cases of facility management and house keeping services only).	Scanned copy of audited profit / loss statement of all the last five financial years. Certified by chartered accountant only. Statement issued by others will not be considered.
4.	To Qualify for award of this contract the Tenderer has to furnish availability of credit facilities for an amount not less than Rs. **18.82 Lakhs** letter of credit issued from any nationalized Bank in the prescribed format.	Up load a copy of Credit Lines / Letters of Credit / Certificates from any Nationalised/ Scheduled Banks.(Name of the particular work should be indicated in the line of credit).

Note:-

1	Contractor should submit the list of Employees at the time of agreement along with their Adhaar card
2	Contractor should submit the provident fund number of the employees and ESI registration Nos of all the employees along with the invoice/ The list contains only the employees working for the work of Providing Housekeeping for BMTC Central offices of “B” & “C” Blocks at Shanthinagar TTMC , Bangalore The Contractor shall subnitt the pay slip of their employees along with the salary paid details such as Bank statement in every month
3	As per the norms cash transaction towards the payment of salaries , Bonus,

	increments will not be considered as a part of employess banefits .All the transaction should be through Bank accounts only

Terms & Conditions.

1	The quoted rate shall be inclusive of all wages to employees as per minimum Wages notified by the safayi karmachari commission Provident Fund, ESI, Insurance, contributions, for comprehensive property management, consumables etc. The rate shall be inclusive of GST, Income tax & any other taxes if any as levied by the Government and amendments thereof (for a period of one year from the date of work order)
2	Bidders who meet the above specified minimum qualifying criteria will only be qualified.
2	Bidder shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of Karnataka
3	Bids from Joint ventures are not acceptable.
4	Bidder shall provide the requested information accurately with sufficient details
5	The bidder should possess required cleaning equipment's and accessories
6	The bidder should possess sufficient professional / skilled / trained staff for executing supervision works and should have executed similar works or shall undertake part of the work from a valid registered licensed establishment who has executed similar works with written consent from the tender approval authority.
7	Even though the bidders meet the above criteria, they are subject to be disqualified if they have: - made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and /or - record of poor performance such as abandoning the works, not properly completing the contract, delays in compilation, litigation history, or financial failures etc.; and /or - participated in the previous bids for the same work and had quoted unreasonably high bid prices and could not furnish rational justification.
8	The bidder shall bear all costs associated with the preparation and submission of his bid, and the Employer will in no case be responsible and liable for those costs.
9	The bidder at his own responsibility and risk is encouraged to visit and examine the Site of services and its surroundings and obtain all information that may be necessary for preparing the bid and entering into a contract for carrying out the Works. The cost of visiting the Site shall be at the Bidders own expense
10	Any modification to the bid documents which may become necessary as a result of queries will be made by the Employer exclusively through the issue of an Addendum pursuant to bid Clause.
11	Before the deadline for submission of bids, the Employer may modify the bid documents by issuing addenda.
12	Any addendum thus issued shall be part of the bid documents and shall be communicated through e-portal

13	The contract is for the whole works as described in scope of work & tender notification, annexures
14	All duties, taxes, and other levies payable by the contractor under the contract, or for any other cause, shall be included in the rates, prices and total bid Price should be submitted by the bidder.
15	The rates and prices quoted by the bidder will not be subjected to any price adjustment during the performance of the Contract. The quoted price submitted by the bidder will be the same for the entire work period of contract.
16	Bids shall remain valid for a period not less than 90 days after the deadline date for tender submission specified in notice inviting the bids. A bid valid for a shorter period will be rejected by the Employer as non-responsive.
17	In exceptional circumstances, prior to expiry of the original time limit, the Employer may request that the bidder may extend the period of validity for a specified additional period. The request and the bidders responses shall be made in writing. A bidder may refuse the request without forfeiting his earnest money deposit. A bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of his earnest money deposit for a period of the extension, and in compliance with bid Clause.
18	Any bid not accompanied by an acceptable earnest money deposit and not secured as indicated in Sub-Clauses will be rejected by the Employer as non-responsive.
19	The earnest money deposit of the successful bidder will be discharged when the bidder has executed and satisfactory completed the task as per the agreed contract.
20	The earnest money deposit may be forfeited: (a) If the bidder withdraws the bid after bid opening during the period of bid validity; (b) in the case of a successful bidder, if the bidder fails within the specified time limit to sign the contract Agreement.
21	The Employer will evaluate and determine whether each bidder (a) meets the eligibility criteria defined in notice inviting the bids. (b) is accompanied by the required earnest money deposit as per stipulations in notice inviting the bids (c) meets the minimum qualification criteria stipulated in notice inviting the bids
22	The Employer will open the bid at the notified time and date in the presence of the bidders or their representatives who choose to attend.
23	In the event of the specified date of opening being declared a holiday for the Employer, the bids will be opened at the appointed time and location on the next working day.
24	Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract will not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced.
25	Any effort by a bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his bid.
26	To assist in the examination, evaluation, and comparison of bids, the Employer may, at his discretion, ask any bidder for clarification of his bid, including breakdowns of unit rates. The request for clarification and the response will be in writing or by cable, but no change in the price or substance of the bidder will be sought, offered, or permitted.
2	The Employer will award the Contract to the bidder whose bid has been determined to

7	be substantially responsive to the notified bid conditions and who has offered the lowest evaluated bid Price.
28	The Employer reserves the right to accept or reject any bid and to cancel the bid process and reject all the bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Employer's action
29	The bidder whose bid has been accepted will be notified of the award by the Employer prior to expiration of the bid validity period by cable, telex, e-mail or facsimile confirmed by registered letter. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Contractor in consideration of the execution and completion of the Works by the Contractor as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").
30	Within 15 days of receipt of the Letter of Acceptance, the successful bidder shall enter into an agreement with the Employer in accordance with the Conditions of Contract.
31	The Employer will not make any advance payment on the contract price.
32	The GOK requires that the bidders / Contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, GOK : (a) will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;(b) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a GOK contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a GOK contract.
33	The EMD of unsuccessful bidders will be returned separately.
34	The quoted rates is inclusive of cost of all cleaning instruments, transportation of personals and assistants to and back from the work site, cleaning and sweeping machinery, cost of all materials and cost of all labour involved, with all lead and lift charges, and transportation charges of all modes of transport of men and materials.
35	The quoted rate is inclusive of all applicable taxes, surcharges, service taxes, Income Tax, sales tax, labour cess etc. statutory in nature and will be applicable for recoveries of any sort that may come into force at the time of payment of work bill. The Contractor should make their own required temporary arrangement for carrying out the contract. The employer is not bound to provide any arrangements that may involve expenditure to the department.
36	The Contractor should under take all precautionary safety measures and adopt safety practices as per safety manual. All necessary barricading works for the execution of work as required at the site of work shall be under taken by the contractor at his own cost. No extra charges will be paid.
37	The Contractor should adhere to the rules and regulations of the Labour Department and should have been registered with Labour Department. Contractor is solely responsible for any violations noticed by the labour department.
38	The Contractor should provide minimum infrastructure facilities for their deployed workers (i.e, Drinking water facility, housing facility, Sanitary and First Aid Medical

	facility etc.,) at the work site.
39	Penalties will be levied as per Schedule of contract and Milestones to the maximum of 5.00 % of the contract value for any discrepancies of the contractor in execution of the service contract.
40	The Contractor has to deploy personal with experience in execution of similar nature of works for supervision
41	In case, if the establishment / firms are registered under the Indian Partnership Act and companies registered under Indian Companies Act, the person signing the tender shall state the authorization authority under which he is Signing / acting on behalf of partnership firm / company and enclose the certified copy of the Partnership deed / Memorandum of Articles of Association issued by the concerned Authorities.
42	The Contractor / bidder shall study and visit the work spot and shall assert himself with regard to availability of labours before quoting his tender rates. Any requests or claims for Escalation of rates in Quoted tender rates for any reasons will not be entertained. Quoted rates are binding on Contractor.
43	No mobilization advance will be made
44	All recoveries will be made in each bill as per prevailing Government rules and the regulations and any modifications thereof.
45	The contractor / Firm awarded with the work shall undertake all necessary precautionary measures and make all necessary arrangements to ensure safety for its employees / labours and to public. The contractor / Firm awarded with the work is solely responsible for Any untoward incidents that might occur during work execution that may cause injuries / fatal accidents. The contractor / Firm awarded with the work is solely responsible for any such incidents. BMTC, the prime employer will not be responsible for any untoward and accidental incidents.
46	BMTC is not responsible for any technical glitch / defects committed by the tendering firms / contractor while downloading & uploading of the tender documents
47	Dispute resolution shall be only through courts and not through process of Arbitration The jurisdiction of courts will be at Bangalore only
48	Quoting lowest rates shall not confer legitimate right for award of contract to the contractor or firm bidding for the contract. The decision of the Competent Authority in this regard is final and binding on all the bidding firms / contractors.
49	PERIOD OF CONTRACT: One year, extendable for one more year based on the satisfactory performance and mutual consent.
50	The end rate is inclusive of all which includes wages to employees as per minimum Wages notified by the safayi karmachari commission, provident Fund, ESI contributions, equipment require for comprehensive property management, all other taxes, levies and other incidental charges and Service tax.
51	Period of contract: One year from the date of commencement of work
52	Tenderers are required to quote their offer for the cleaning, maintenance and house-keeping work of the Premises

53	Tenderers are required to submit an affidavit on stamp paper of value Rs.100/- along with Annexure A stating that at any given point of time they shall have minimum of 75% of their staff from Karnataka.
54	The commercial offer shall be in the form of Total Rate. The quoted rate shall be in lump sum inclusive of all wages to employees as per minimum Wages act, provident Fund, ESI, Insurance, contributions, for comprehensive property management, consumables etc. The rate shall be inclusive of service tax, VAT, Income tax & any other taxes if any as levied by the Government and amendments thereof (for a period of one year from the date of work order)
55	Risk Purchase Clause: If the services are not provided as per the delivery schedule as per the scope of work, specifications, terms and conditions of the assignment letter/ agreement BMTC will obtain services from alternate sources. Extra expenditure incurred thereof along with the liquidated damages / losses arising due to non–fulfillment of contractual obligations shall be recovered from your bills/security deposit.
56	The Contractor / Firm awarded with the work should not engage child labour on the work site.
57	The Bidder should have office in Bangalore.
58	The Bidder shall have the in-house machineries such as Vaccum cleaner, Hi pressure jet machine, Squeezer, Drier & Scrubber etc.

1. CREDIT CARD PAYMENT METHOD:

To pay the registration fee through your credit card, click on the “Credit Card (Online Payment)” option. If you choose to pay the fees later click on “Close” button.
Click Pay after verifying details on the screen that appears.
Click on “Pay” button to proceed with payment process. Click “Back” if you wish to Choose a different payment method. Click on “OK” button on the payment method Confirmation window that is displayed. You will choose your card type (VISA, master Card).
You enter your credit card details.

Card Details completely filled.

The screen will look like it is shown above when you have completely filled the card details.Click on “PAY NOW” button to effect the payment. Your card details are verified by the payment gateway service and you will receive confirmation of payment debited to your card account if the card is valid. If the card is not valid you will receive alert about it and system will wait for you to correct any errors in the card details provided by you. A successful transaction message is displayed.

2. DIRECT DEBIT METHOD:

Click on “Direct Debit Using Internet Banking (Online Payment) option to pay from your bank account through Internet Banking facility.
Click on “Pay” to proceed or “Back” to change the payment method on the Payment details screen.
Click on “OK” on the confirmation window to effect the payment. Click on “Cancel” and then on “Back” to change the payment method.

You will information on your screen about successful completion of payment process.

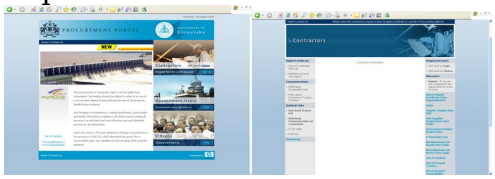
3. OTC PAYMENT PROCEDURE:

If a contractor/supplier chooses to make payment of EMD/tender processing fees Over The Counter (OTC) in any of the designated Axis Bank branches listed in the e-Procurement web-site (www.eproc.karnataka.gov.in), the contractor/supplier will need to log into e-Procurement system, access the tender for which bid is being created and then select the OTC option under the payment section and print the Challan shown in that section. The printed challan will have the unique bid reference number and the amount to be remitted. Along with the challan, contractor can choose to make the payment either in the form of cash or in the form of Demand Draft. Cheque payments will not be accepted. The contractor is requested to specifically inform the bank officer to input the unique bid reference number printed in the challan in the banking software. Upon successful receipt of the payment, the bank will provide a 16-digit reference number acknowledging the receipt of payment. This 16-digit reference number has to be inputted by contractor in the payment section of its bid as payment confirmation before the bid is submitted (i.e.) as a pre-requisite for bid submission.

NEFT (National Electronic Fund Transfer) PAYMENT PROCEDURE:

If a contractor/supplier chooses to make payment of EMD/tender processing fees using Reserve Bank of India's (RBI) National Electronic Fund Transfer (NEFT) system, the contractor/supplier will need to log into e-procurement system, access the tender for which bid is being created and then select the neft option under the payment section and print the challan shown in that section. the printed challan will have the unique bid reference number, account details of Government of Karnataka and the amount to be remitted. The contractor has to submit the printed challan to its bank-branch (NEFT-enabled) and request for an account-to-account transfer, wherein the money will get transferred from the contractors' bank account to GoK's bank account. The contractor should ensure that NEFT transfer instructions are executed and the funds are wired to the Government of Karnataka's principal account before the last date for bid submission and preferably 24 hours before the last date for bid submission. If the contractor's bank transfers/wires the money after the last date for bid submission, the contractor's bid will be liable for rejection. Upon executing the transfer, the contractor's bank will provide a reference number generated by NEFT software as confirmation of transfer, which has to be inputted by contractor in the payment section of its bid as payment confirmation before the bid is submitted (i.e.) as a pre-requisite for bid submission. Also, the account number from which the funds were transferred has to be inputted in the e-Procurement system as part of its bid. The supplier/contractor’s bid will be evaluated only on confirmation of receipt of the payment (EMD) in the Government of Karnataka central pooling a/c held at Axis Bank.

For details on e-Payment services refer to e-procurement portal for more details on the process.



Note: In e-Procurement Portal Contractor has the option of withdrawing the Bid by digitally signing to withdraw/can cell bid before the bid submission time /Date.

e-mail: hphelpdesk.blr@rteservices.com

SUPPORTS timings : (9.00 am to 9.00 pm)

Help desk : 080-22485867/22485927

or

e-mail: hphelpdesk.blr@rteservices.com

Sd/-
Executive Engineer

ANNEXURE - A

Terms and Conditions of Contract :

Scope of Work: Providing Housekeeping services by engaging Cleaning Personnel and Supervisors including supply of cleaning accessories / machineries and materials required for cleaning.

1. The Tenderers have to abide by all the terms and conditions of the notice inviting the tender.
2. The Contractor shall abide by the Terms and Conditions mentioned in the **Annexure-A.**
3. The detailed Scope of work is as mentioned in **Annexure-B**.
4. The Details of Area, Manpower required to be deployed schedule of cleaning operations and pest control are as mentioned in **Annexure-C**.
5. **Annexure-A**, **Annexure-B** and **Annexure-C** forms part of the tender Agreement**.**
6. The tenderer should have Office establishment in Bangalore for the **past five years** and should have at least 1 site in Bangalore and a minimum man power of 40 employees to carry out their services. Details have to be uploaded as per format in **Annexure-D**
7. The Tenderer should have a one point Senior Functionary in Bangalore, who will be a single point of contact with BMTC for responding to complaints and to take immediate action on feedback received from Officials of BMTC.
8. **The Contractor should produce the original Certificate / documents when intimated after opening of tenders to the tender inviting authority, failing which his / her tender for the said work will not be considered for evaluation**.
9. In case of any disputes, the decision of the Managing Director of BMTC is binding on all the Tenderers.
10. Naphthalene Balls shall be replaced in all the urinals twice in a week.
11. The toilet/urinals cubicles shall be cleaned on hourly basis in the office lobby and twice a day in other cases and kept neatly without giving anyscope for complaints.
12. The toilets shall be cleaned with standard quality acid
13. The staffs have to wear uniform and a name badge stating the person’s name and the establishment engaging them.
14. The Agency has to pay minimum wages to the personnel engaged by them as per labour department minimum wages act and extend other statutory benefits

like PF and ESI and other benefits applicable to the workmen as per workmen compensation act.

15. The establishment undertaking the service contract are solely and fully responsible for any violation of labour enactments or any act with regard to engaging its supervisors and cleaning attendants/personnel.

16. An attendant shall be present throughout the Day in respect of Toilets in the office lobby.

17. The Cleaning contractor shall not employ child labour.

18. A register shall be maintained at the toilets/urinals for passing remarks by the BMTC officials.

19. Mechanized cleaning shall be adopted in cleaning the floor, roads, toilets and wherever possible and as far as possible without hindrance to the activities of the employers establishment.

20. Cleaning equipment/instruments such as Dry and wet refill, water pusher, cotton cloth, soft broom, hard broom, spiral scrubber etc and cleaning agents such as soap oil, white phenol, bleaching powder, detergent, glass cleaning/electrical equipment cleaning etc of approved standard quality shall be provided by the contractor.

21. The contractor shall employ only such persons having good character and antecedents. The detailed list of persons engaged (Cleaning Personnel and Supervisors) and any changes made afterwards along with names and address should be given to the concerned official of BMTC

22. In case any cleaning personnel engaged by the contractor for the purpose of this contract is found to be disobedient and does not perform his duties or behave in accordance to the rules and regulations of the establishment they work or their performance is found not satisfactory, the contractor shall remove him/her from employment under this contract. Such persons shall not be permitted entry into the premises under this contract without prejudice to any other action which may be taken against the said person.

23. Only female attendants shall be engaged with cleaning of ladies toilet, Likewise only male attendants shall be engaged with cleaning of Gents toilet and no female attendants shall be entrusted with cleaning of gents toilet under any circumstances. Any violations in this regard will attract penalty of deduction of twice the amount of one days wages of the supervisor.

24. The Contractor shall be solely responsible for all damages and hindrances caused to the authority on account of violations of any of these provisions and the authority shall have the right to claim the cost of damages whatsoever from the contractor.

25. BMTC has the discretion to advise the contractor to remove from the service any person employed by the contractor on condition of ill health, misbehavior, drunkenness, improperly dressed, improper working and misconduct.

26. Neither the contractor nor BMTC shall recognize any association/union of the contract personnel engaged by the Contractor for the purpose of the contract.

27. In case persons deployed by the contractor, resort to any industrial action/strike, the contractor shall arrange for alternative manpower so as to ensure normal operations at the premises. In the event of the contractor failing to do so, BMTC shall arrange for alternative manpower at the cost of the tenderer.

28. The cleaning materials required for providing cleaning services shall be provided by the contractor, for the said services, the cleaning agents/disinfectants to be used shall be of approved **standard quality (Branded), environment-friendly** and shall not cause any damage to the floor, fittings and fixtures of BMTC. The contractor has to intimate and get approval to the cleaning products from authorized BMTC official beforeproposed to be used.

29. The Contractor shall deploy suitably qualified, efficient and effective Supervisor(s) round the clock who shall constantly supervise and monitor services and also workers engaged for services.

30. BMTC shall be absolved by the Agency / Firm for any obligation/liability arising on account of any injury or loss owing to death or injury of the Contractor's employee(s), while at work in the building premises and also for any damages or compensation due to any dispute between him and his employees. Compliance with all duties and liabilities arising out of any provision of contract labour Act(s)/ enactment(s) hitherto in force or enacted from time to time during the currency of this agreement shall be the sole responsibility of the contractor. The contractor shall be held responsible fully for the payment of any premium towards insurance cover or compensation etc., in respect of his employee(s). The contractor shall be held responsible to abide by the laws of the land in force, in respect of any compensation.

31. It shall and will be the sole and exclusive liability of the contractor to pay all the amounts legally due to its employees, like wages, provident fund, ESI, Bonus, Uniforms or Uniform allowance and to comply with all statutory liabilities under the various labour welfare enactments. If due to default of the contractor in the discharge of these obligations, the authorities suffer liable to any monetary damage or loss, the same shall be recovered from the contractor from the payments due to the contractor under this contract.

32. The cost of inputs, consumables etc required for maintenance/cleaning of the office floors, corridors, lobbies ,toilets open yard as prescribed in the schedule of work is to be borne by the Agency.

33. The cleaning contractor shall liaise with BWSSB and other related Govt.,/ Other Agencies.

34. The cleaning contractor shall maintain an aura of aesthetics in the premises by placing potted plants at certain places.

35. The checklist for periodical cleaning of the toilets should be exhibited.

36. **BMTC will PROVIDE:**

i. water for use of inmates/toilets used by staff.
ii. Repairs of major nature, as and when required.
iii. Electricity needed for the cleaning and maintenance of thePremises.

37. Air Fresheners/Room Fresheners have to be used to maintain pleasant smell in offices premises and toilets as and when required and directed.

38. **MOSQUITOES repellent spray :**
Spraying entire corridor area including staircase landings other breeding / resting places of adult mosquitoes with residual pesticides.

39. **SPIDERS:** identifying and treating areas of infestation like ceiling, corners of staircase landings etc.,

40. DISPOSAL OF RODENTS, INSECTS & PESTS: The contractor has to take the responsibility of removal of disposal of all rodents, pests and insects etc dead or alive.

PRICES:

1. Tenderers are required to quote their offer for the house-keeping service for **one Year**.
2. The rate quoted should be **inclusive of all applicable taxes direct or indirect in nature.**

3. The rate offered by the Tenderer is final.**Any subsequent claims made by the firm towards increase in the cost of inputs and consumables due to changes in the cost of inputs, statutory levies etc., will not be admitted.**
4. No separate billing is admitted for Materials and labour.
5. The rate offered by the tenderer is valid for the **a period of 90** days in case of any extension beyond 90 days the rate will be proportionately increased with mutual consent.

PAYMENT:

1. Payment will be made on monthly basis based of the quoted amount for one Year.
   Monthly payable Amount = Quoted Amount / 12 months
2. The monthly bills shall be submitted to the Assistant Executive Engineer, BMTC or to the authorized official of BMTC
3. The Assistant Executive Engineer, BMTC CE Department, Bengaluru, after verifying shall certify the same.
4. The payment will be made to the Contractor by the CAO/FA BMTC CO, Bangalore after initiating deductions if any, as defined in penalty clause.

DELIVERY:

1. The selected Tenderer has to provide housekeeping services including keeping the toilet blocks in hygienic condition and tidiness round the clock as detailed in the Schedule of work.
2. The Tenderers are requested to indicate the minimum lead-time required to take up the work, from the Date of selection letter.

INSPECTION AND EVALUATION:

The cleanliness of the premises and toilets will be evaluated on hourly basis by the Officers/Officials of BMTC.

PENAL CLAUSE:

1. The work should be in conformity with the terms prescribed in the agreement. If the work is not carried out as per the agreement, then the BMTC RESERVES THE RIGHT TO terminate the service contract agreement and to BLACK LIST SUCH FIRMS from participating in future tenders of the organization.
2. During evaluation of the quality of work done, the following will be necessarily checked:
   - No foul smell should be emanating
   - Floors to be clean.
   - The schedule of cleaning of toilets shall be displayed and signed by cleaning staff.
   - The Office furniture shall be maintained clean.
3. Penalties will be imposed for any lapse in each location separately.
4. A penalty of Rs. 500/- shall be imposed if there is found to be any lapse in cleaning service/disposal of garbage/ equipments/ furniture etc., A memo shall be issued before imposition of this penalty.
5. A penalty of Rs. 225/- per cleaning staff shall be imposed if the man power is found to be less than as prescribed.
6. An additional penalty of Rs. 1000/- per day over and above the penalty under clause (5) will be imposed if the manpower is less than 50 % of the number prescribed per location.

Validity:

1. The Offer should be valid for 90 days from the date of opening of the Tender. No increase in the rate decided on any account will be entertained during the period of services / Agreement.
2. The Tender inviting authority may seek extension of the initial validity of offer by writing, in case of delay in acceptance of the tenders.

E.M.D.:

1. The E.M.D. (refundable) as prescribed shall be paid by e-payment mode through e-procurement portal.
2. The E.M.D does not carry any **INTEREST.**
3. The E.M.D. will be forfeited in the following cases:
    a. If the Tenderer withdraw the Quotation or make any modification in the Rates, Terms and conditions before the expiry of the initial validity period i.e., 90 days from the date of opening of the Tender.
    b. If the agreement is not entered within 15 days from the date of award of contract.
    c. If the contract is not commenced on the date as specified in our letter of award of contract.

SECURITY DEPOSIT:

1. The Contractor / Firm shall deliver a Security deposit in the form of Bank guarantee through any nationlised Bank for an amount equivalent to 5 % of the Contract price - which shall be valid upto 30 days from the date of expiry of defects liability period before entering into the tender agreement.
2. The Security Deposit is liable to be forfeited, if the Tenderer fails to do the work to the satisfaction of the Corporation as per the terms and conditions.
3. The Security Deposit is liable to be forfeited, if the Tenderer fails to abide by the terms and conditions of the Agreement.
4. The security Deposit will be refunded after expiry of period of services and after settlement of all claims.
5. The Security Deposit does not carry any interest.

RISK PURCHASE / PENAL CLAUSE:

1. **Risk Purchase clause:** The Corporation reserves the right to invoke the risk purchase clause, in case the work is not carried out as per the agreement and to entrust the same to other eligible sources/re-tender the same. The firm is liable to pay any additional expenditure incurred due to this.

AGREEMENT:

1. The Agreement has to be entered in to by successful Tenderer within 15 days of acceptance of offer.
2. The above Agreement shall be made on the stamp paper of Rs. 100/- as per format approved.

TERMINATION CLAUSE:

Either party (BMTC or Agency) shall has the right to terminate the contract by serving 2 months due notice.

ANNEXURE- B

SCOPE OF WORK:

The following is the scope of work that is to be carried out by the Contractor.

1. Sweeping / Cleaning of the entire area which includes Toilet, Parking area, Service road, portico etc inside the building and Corridors, window glass, doors, window sills, ledges etc complete.
2. Removal of cobwebs in Ceiling, buildings, roofs and other structures.
3. Periodic cleaning of toilets inside Officer's chambers, general toilets / urinal area of both ladies and gents including the drainage portion.
4. Daily wet and dry cleaning of the corridors.
5. Periodically Scrubbing (with Scrubber drier) of the floor area of office and corridors.
6. Cleaning of electrical equipments, light, fan, televisions etc.
7. Cleaning of Furniture and the office block and seats provided.
8. Clearing of waste bins,such as papers, water bottles, paper cups etc., from the Premises .
9. Cleaning of Telephones or any communication equipment like public address systems.
10. Collection of garbage from the dustbins and dumping them at nominated place on daily basis and make arrangements to transport through corporation dumping yard whenever required.
11. PEST-CONTROL: Inspection and control of mosquitoes, cockroaches, ants, houseflies spiders, silverfish, lizards etc and rodents.

ANNEXURE-C

Schedule of Premises:

Sl. No	Description	Area in Sft.
01	'B' Block	
	1. BMTC 4th Floor (MEO, Law & MIS)	9721.00
	2. BMTC 3rd Floor (CSVO, HRD & RCF)	5812.00
	3. Records at BMTC 3rd & 4th Floor (25%)	290.00
02	"C' Block	
	4. BMTC 5th Floor	29806.00
	5. BMTC 4th Floor	
	6. BMTC 2nd Floor	29806.00
	7. BMTC 1st Floor (IT Department)	
	8. Service Roads of 'C' Block, pump house, entry & exits of subway	15140.00
	9. Open area in Ground floor and lift lobbies, staircases in Ground floor to 5th floor	3783.00
	10. Terrace of 'C' Block (25%)	20409.00
	11. Balconies of 4th & 5th Floor	4370.00
		6716.00
		1937.00
	Total	**127790.00**

NOTE: BMTC may increase / decrease the area and the duration of the work with prior

notice to the Agency.

The estimation of the Total number of users of the toilets and urinals is as follows.

Toilets	**Urinals.**
300 Persons/ day	1000 persons/day

ANNEXURE - D

Details of personnel to be engaged for housekeeping (Excluding Sundays/General Holidays)

Sl. No.	**Location**	**No. of Person in 1st shift**	**No. of Person in 2ndShift**	**Total No.of Person**
1	**'B' Block** 1. BMTC 4th Floor 2. BMTC 3rd Floor	 2 1	 2 -	 04 01
2	**'C' Block** 3. BMTC 4th Floor 4. BMTC 5th Floor 5. BMTC 2nd Floor 6. BMTC 1st Floor	 5 4 2 1	 1 - - -	 06 04 02 01
3	Other Areas in 'C' Block	02	-	02
4	Pump operator / Plumber			02
5	Supervisor			01
	Total			**23**

E . SCHEDULE OF CLEANING.

Sl. No.	Particulars of work	Frequency of cleaning
1	Building and Premises - Dry Sweeping / Cleaning	Twice Daily (In case of necessity more than twice, as directed)
2	Office rooms and Officer's chambers including toilets - Wet and dry cleaning.	Once Daily (In case of necessity more than once, as directed)
3	Dry Sweeping / cleaning of entire concreted area, asphalted area	Twice daily (In case of necessity more than twice, as directed on certain occasions)
4	Wet cleaning / Scrubbing of entire tiled surface used by BMTC Officials.(corridor & lobby)	4 times in a day(In case of necessity more than 4 times as directed on certain occasions)
5	Cleaning of Lift lobbies of 5,4,3,2 &1st floor and entrance glass doors, door panels, furniture telephones etc	Twice daily
6	General Toilets	Once every two hours.
7	Office rooms and Officer's chambers including toilets - Wet and dry cleaning.	Once (In case of necessity more than once)
8	Scrubbing of above entire area (including BMTC Office.)	Once daily
9	Collection of garbage from the dustbins and dumping them at nominated place on a daily basis and whenever required.	Twice Daily
10	Cobweb cleaning in the above entire area	Weekly once

F : SCHEDULE OF SPRAY FOR PEST CONTROL

Sl. No	Pest	Location	Operation	Frequency
1	Mosquitoes	Entire area (Indoors) spraying has to be done all along wall surface.	Residual Spray	Once in15 days.
2	Spiders	Roof tops, Corners, near lights of above-mentioned areas.	Residual spray	Once in 15 days.
3	Cockroaches & House flies	Office counters, rooms, Garbage dumping area, etc.	Aerial spray	Once in a week.
4	Mosquito and House fly larvae	Toilets etc.,	Aerial spray	Once in a week.
5	Rodents	Areas of infestation	Baiting Trapping	Daily basis

G :DETAILS TO BE FURNISHED BY THE BIDDER

Sub: Providing Housekeeping for BMTC Central offices of “B” & “C” Blocks at Shanthinagar TTMC , Bangalore for a period of 12 months.

We hereby furnish the establishment details as under

1. Name and address of the tenderer :

2. Name of the firm and address :

3. Telephone & Fax Number and e-Mail of firm :

4. Name of the Authorized Signatory :

5. Phone/Mobile Phone& e-Mail of authorized person :

6. Name of the Contact person :

7. Phone/Mobile Phone& e-Mailof the Contact person :

8. Permanent Account Number issued by I.T. Authority. :

9. Whether the firm is an ISO Certified Company

10. P.F. code No. obtained from P.F. CommissionerBangalore. :

11. Service tax registration No. obtained from Tax Authority :

15. Code No. obtained from ESI Office if Employees are covered under ESI Act. :

16. Code No. obtained from Professional Tax Office :

17. Status of the firm :

18. Particulars in the field of House-Keeping services :

(Note: Documentary proof for having office in Bengaluru and certificates issued by clients has to be uploaded)

	Our firm has Office in Bengaluru for past _____years with experience of providing Housing Keeping services to following reputed organizations in Bengaluru.			
SL.No	**Particulars**	**Client 1**	**Client 2**	**Client 3**
i	Clients Name & Address			
ii	Contact Reference			
iii	Value of the contract			
iv	Duration of the contract			
v	No. of persons employed for providing the service			
vi	Area of the premises (in Sq.ft)			

H : LETTER OF CREDIT

This is to certify that Sri./M/s----------residing at ---------- is a reputed company with a good financial standing. If the contractor / firm for this work, namely "**Providing Housekeeping for BMTC Central offices of "B" & "C" Blocks at Shanthinagar TTMC , Bangalore** for a period of 12 months. **"** is awarded to the above firm contractor, we shall be able to provide over draft/credit facilities to the extent of Rs._____ _____(Rupees ----------) to meet the working capital requirements for executing the above contract, subject to fulfillment of requirements as per the norms of the Banks.

Signature of the competent authority of the

Bank. with seal.

To

The Executive Engineer
BMTC CE DEPT,
Bangalore

As per the guidelines of the safayi Karmachari Commission ,the successful contractor has to submit the following documents along with the bill.

Sl.no	Particulars to be provided by the contractor to their employees
1	ESI Card
2	Employees ID Card
3	Uniform
4	Medical checkup for each employee for every 03 months and the medical certificate shall be produced
5	Minimum Wages
6	Employee Provident Fund
7	Employees Safety Material such as Gloves, Gum Shoes, Mask in any

	other etc.
8	Salary deposited to Bank through NEFT
9	Cleaning materials such as :- Mop stick, Broom stick, Phenyol, Soap oil, Urine cake, Napthalene balls, Room spray ,toilet tissue, soft broom, Dettol, Hand wash, Air freshener, Vaccum cleaner, Hi pressure jet machine, Squeezer etc

Sl.no	**List of the machineries that the contractor has to provide at work**
1	Heavy duty wet & dry vaccum cleaner
2	HI-Pressure jet machine
3	Squeezer
4	Floor Mopping Machine & other machineries in any.
5	Aluminum ladder
6	Pest Control spraying machine
7	Single & Double mop ringer trolley bucket